

Consumer Sentinel Complaint Statistics and Trends for New Jersey

January 1 - December 31, 2001

Total Number of Fraud and Identity Theft Complaints from New Jersey Consumers = **5683**



Fraud Complaints from New Jersey Consumers = 3108

Top Fraud Complaint Categories for New Jersey Consumers

Rank	Top Categories	Complaints	Percentage*
1	Internet Auctions	612	20%
2	Internet Services and Computer Complaints	391	13%
3	Shop-at-Home/Catalog Sales	391	13%
4	Advance-Fee Loans and Credit Protection/Repair	243	8%
5	Business Opps and Work-at-Home Plans	190	6%

Top Fraud Complaint Categories Against New Jersey Companies

Rank	Top Categories	Complaints	Percentage*
1	Internet Auctions	429	26%
2	Shop-at-Home/Catalog Sales	318	19%
3	Internet Services and Computer Complaints	206	13%
4	Advance-Fee Loans and Credit Protection/Repair	167	10%
5	Telephone: Pay-Per-Call/Info Services	69	4%

Amount Paid Reported by New Jersey Consumers

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid Reported**
3108	\$2,445,298	2378	77%	\$1,028

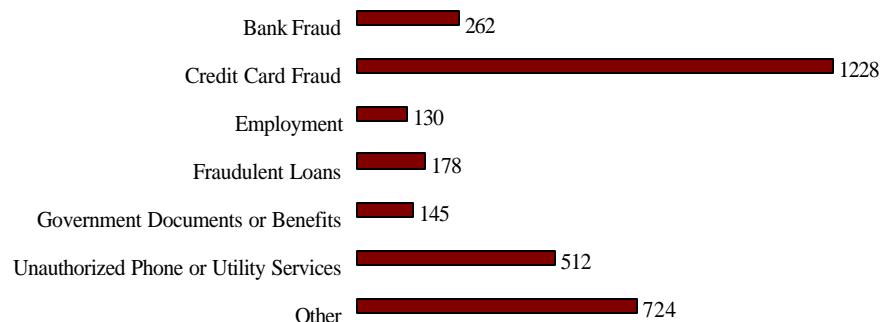
*Percentage is based upon the total number of fraud complaints from New Jersey consumers and the total number of fraud complaints against New Jersey companies, respectively.

**Average amount paid is based upon the total number of fraud complaints where amount paid was reported by New Jersey consumers.



Identity Theft Victims in New Jersey = 2575

Complaints by Identity Theft Type¹



¹ Note: Many identity theft victims experience more than one type of identity theft. These figures represent the number of identity theft complaints by type, NOT the number of identity theft victims.

Top Identity Theft Victim Locations

Victim City	No. of Complaints
Jersey City	106
Newark	77
Edison	33
Hoboken	31
Trenton	30